

Frequently Asked Questions (FAQs)

All responses refer to procedures that can be performed on the bookstore's website, sunnybroomeshop.com.

Q. Because the campus is closed, I cannot bring in my rented textbooks. Will I get charged for the textbooks due to missing the due date?

A. While the due date for rented books has not changed, the "non-return charge date" has been extended 15 days past your current return due date to allow time for your mailed book to reach the store. To avoid late charges, please have your book in transit by the due date.

Q. Can I come to the bookstore to check-in my rental textbooks for this term?

A. No, not at this time. Customers can ship rentals back to the store via a free FedEx return label. Communication will be made available when the bookstore is ready to open to the public. There are 2 ways to find your shipping label.

1. Pull up the rental reminder email that is sent 14 days before your rental due date. Email is sent again 7 days, 3 days, and the day of your due date. This email contains a link to generate a free return shipping label and packing slip.
2. Or you can immediately generate a free return shipping label in your rental account on the bookstore's website, sunnybroomeshop.com. Once you are on the website, follow these instructions :
 - a. Click the Sign In link on the top right side of the page to sign into your account.

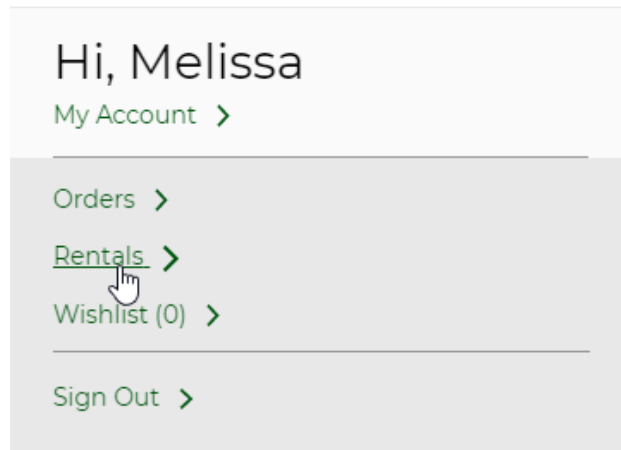


- b. Enter the email address you provided at the register when you rented. Note: Even if you rented in the store, an account was created using the email you provided at the register.

A screenshot of a login form. It features two input fields: "Email Address" and "Password". Below the fields is a link for "Forgot Password?". A line of text states: "By signing into your account, you agree to Follett's Terms of Use and consent to its Privacy Policy." At the bottom of the form is a prominent green button with the text "SIGN IN" in white, and a mouse cursor is hovering over it.

If you don't know your password, you can click Forgot Password link for a temporary password to be emailed to you.


- c. Once you've signed in, click the link "Rentals". You will be navigated to the Rentals page in your account.



- d. On Rentals page, scroll down the page to see the books you rented. Click the link “Return All Rentals by Mail”. You can also click the button “Return by Mail”. Both open a pop up to select your rentals to ship back.

Rental History

[Return All Rentals by Mail](#)



Status: Active Rental | Rented In Store
Study in Scarlet & The Sign of **\$2.00**
Selection: Rent Used
ISBN: 9780486431666999990
Rental Due: 5/16/20
Failure to return a rental item on-time will result in non-return charges and processing fees of \$4.57 to the card associated with the rental account.

[RETURN BY MAIL →](#)

Please Note: If you wish to buy or extend this rental, please contact your campus store.

- e. Follow the steps to generate and print the return label and packing slip. This option is available until your rental due date.

Q. Can I BUY or EXTEND my rentals on sunybroomeshop.com?

A. If you originally rented your textbook in the store, there is no option to buy or extend the rental on the website at this time. If you rented your textbook online, you have an option to buy or extend the rental on the website, on the Rentals page:



Status: Active Rental | Rented Online
Chemistry: An Introduction to General, Organic and Biological Chemistry
Selection: Rent New
ISBN: 04324321434
Quantity: 2
Rental Period: Ends 3/16/2018
Failure to return a rental item on-time will result in an additional charge of \$42.20 to the card associated with the rental account.

[RETURN BY MAIL →](#) [Buy >](#) [Extend >](#)

Q: I placed an order online for pickup, but now my store is closed. What should I do?

A: Please contact campus store using the steps below and someone will assist you. Please allow several business days for the staff to respond, as they are working to answer all order inquiries.

1. Go to shopsunybroome.com
2. Click "Contact Store" in the website footer.
3. Under "Questions & Comments" section, you can fill out the form to send an email to the store.
4. Ensure to provide your Web Order Number.

Q. I need to purchase upcoming term textbooks and supplies; do I need to come to the store?

A. No, instead you can order from this bookstore website, which continues to be open. Communication will be made available when the bookstore is ready to open to the public.

Q. Can I sell my textbooks back to the bookstore?

A: If you do not have access to the campus bookstore because it is closed or because you are not local you can still sell your books. You can sell your books online by clicking the "sell your textbook" link at the bottom of the bookstore's [home page](#).